

A crisis is a time of intense difficulty, trouble or danger that causes obstacles to healthy life functioning.



# Crisis Response



visit us at  
[memorial.health](https://www.memorial.health)

ATTENTION: Interpreting and Translation services are available free of charge in Spanish, French, American Sign Language and other languages. Call 217-588-7770 (TTY users, first dial 711). Memorial Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

184-0658 11/15/24



We are a team of mental health professionals and peers who provide behavioral health support to individuals of all ages who are experiencing a mental health crisis within Cass, Christian, Logan, Mason, Menard, Morgan, Sangamon and Scott counties.



### MOBILE CRISIS RESPONSE

Mobile Crisis Response (MCR) provides crisis de-escalation and intervention within the community setting, 24/7. Our team is made up of clinicians trained in verbal de-escalation, conflict resolution, suicide prevention and safety planning.

MCR clinicians provide a combination of face-to-face and telehealth evaluations of clients. Their goal is to resolve the crisis in the community.

MCR will make referrals to outpatient services or make recommendations for inpatient psychiatric hospitalization when needed. MCR also offers post-crisis follow-up, including peer support, to ensure continued aid after the crisis.

#### Who We Serve

- ☐ Individuals experiencing a mental health crisis.
- ☐ Individuals of all ages in Cass, Christian, Logan, Mason, Menard, Morgan, Sangamon and Scott counties.
- ☐ MCR operates 24 hours a day, 7 days a week, 365 days a year.
- ☐ MCR responds to people regardless of their insurance source and there is no fee.

Call **217-788-7070**, 24/7/365

### PSYCHIATRIC RESPONSE TEAM (PRT)

Crisis specialists are based in hospital Emergency Departments (ED) to complete in-person or telehealth crisis screenings. In collaboration with ED staff and Psychiatry, they evaluate individuals presenting to the ED with a mental health concern. PRT will make recommendations for outpatient treatment and referrals as well as inpatient treatment when medically necessary.

### 988 NATIONAL SUICIDE AND CRISIS LIFELINE

988 is a direct connection to compassionate, accessible care and support for anyone experiencing mental health-related distress.

If you are in crisis, please call or text 988 or go to [988lifeline.org/chat](https://988lifeline.org/chat) to access a live chat. You will be connected with a trained crisis counselor who will listen to you, provide support and connect you to local resources.

Call or text **988**, 24/7/365

Chat **988Lifeline.org**, 24/7/365

### MEMORIAL BEHAVIORAL HEALTH CLINICS

Memorial Behavioral Health has established clinics in Jacksonville, Lincoln and Springfield. We provide outpatient mental health services including case management and therapy. MBH offers walk-in and over-the-phone intake appointments. Please note that same-day psychiatry appointments are not available.

Schedule an intake appointment.  
**217-525-1064**

Walk-in intake: Mon–Fri | 8:30 am–4 pm  
710 N. Eighth St. | Springfield, IL